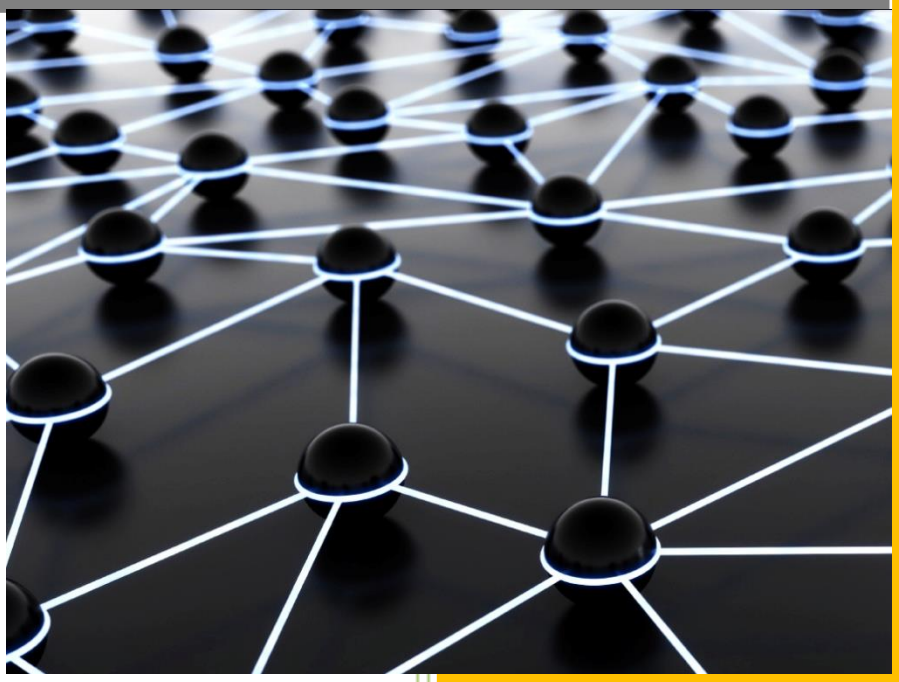
Y'elloSMS User Manual



www.yellosms.co.sz

2012-10-18

CONTENTS

1. Register as a Y'elloSMS user 2

2. Log in as a User 3

3. Send SMS 4

3.1. Buy Package – EFT 5

3.2. Edit Contacts 6

3.2.1. Add New Contact 7

3.2.2. Bulk Load Contacts 7

3.2.3. Add New Group 7

3.3 Copy, Delete and modify SMS Contacts 8

3.4 Send Single SMS 8

3.5 Send SMS to Group(s) 8

3.8 Send SMS from file 8

3.9 Delivery Schedule 9

4. SMS Reports 10

4.1 SMS Stats 10

4.2 Sent SMS 11

4.3 Replies to my SMS 11

4.4 SMS Inbox 12

4.5 Queue manager 12

5. SMS campaigns 13

5.1 Camaign Dashboard 13

5.2 New Campaign 14

5.3 Manage Campaign 19

5.4 Campaign Reports 20

5.4.1 Received SMS for Campaign 20

5.4.4. Random Winner 21

6. Email2SMS 21

6.1. Email2SMS account set up 21

6.2. Send SMS 22

6.3 Manage Email2SMS 23

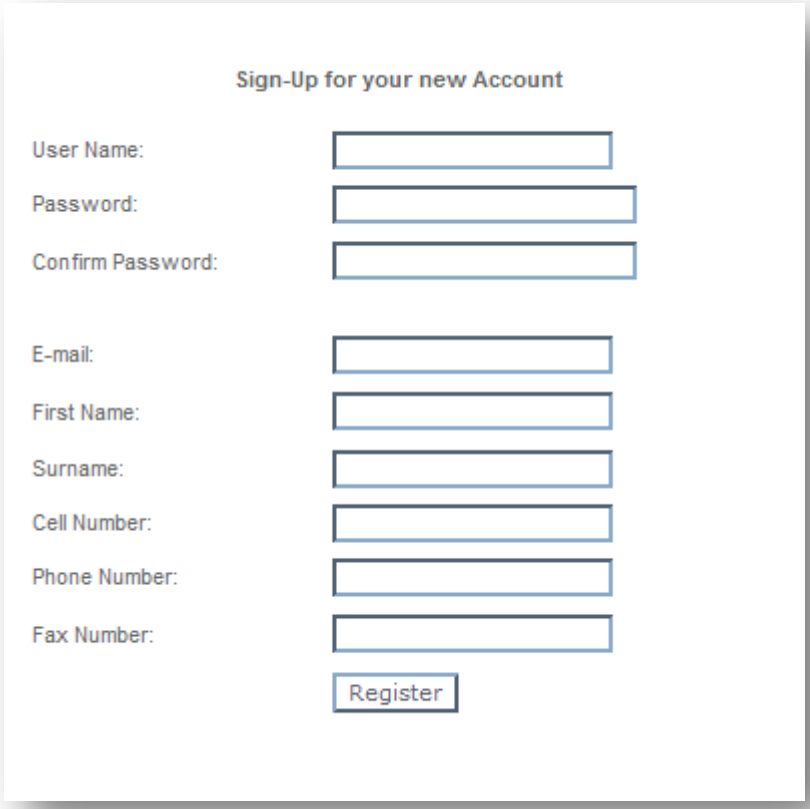
7. Admin 23

1. REGISTER AS A Y'ELLOSMS USER

Go to www.yellosms.co.sz

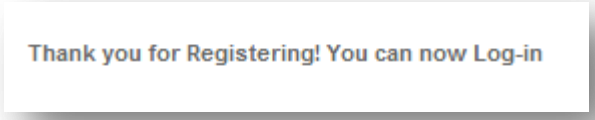
Click "GET A USERID" at top right of web page.

The Registration Form will be displayed.



Complete the form. (Please protect your User ID and Password):

Click the REGISTER button and you will see this displayed on screen:



Congratulations! You are now a registered Y'elloSMS user.

2. LOG IN AS A USER

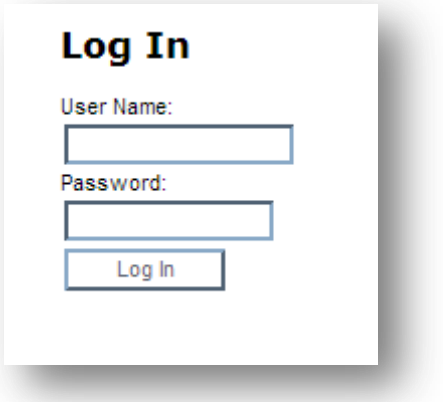
Please ensure you have the correct username and password. The username and password are

case sensitive.

Go to www.yellosms.co.sz

Insert the username and password

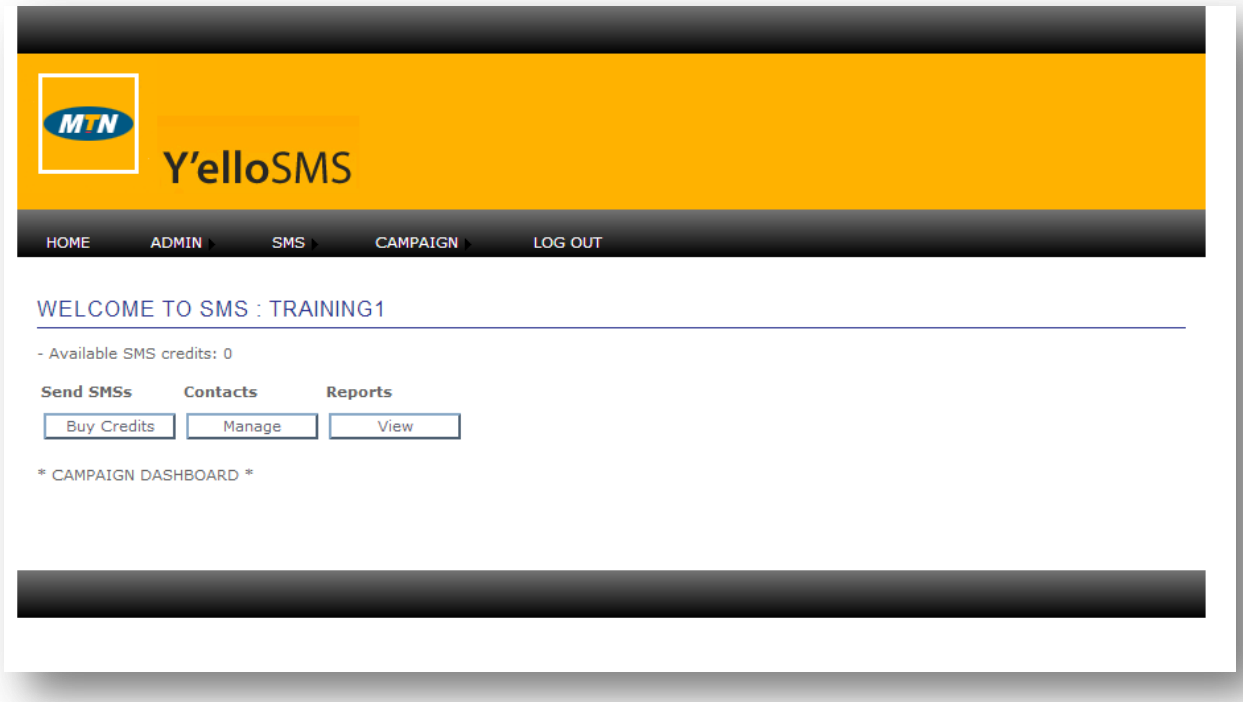
Click "Submit"



An incorrect Username will result in an "Unknown User" error message.

An incorrect Password will result in an "Invalid Password" error message.

If you have entered the correct Username and Password, the following message will be displayed

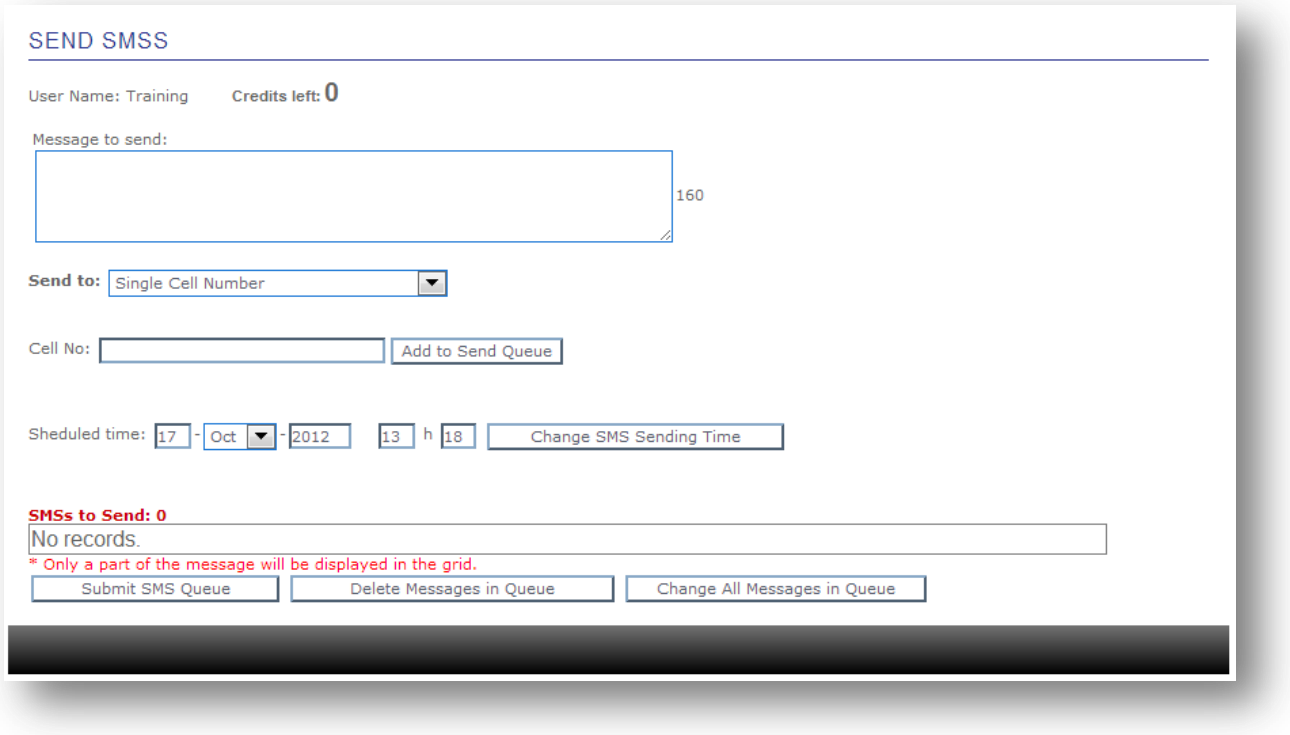


and you can now choose which Y'elloSMS module you would like to access:

- Send SMS
- Manage Contacts
- SMS Reports
- SMS Campaigns

3. SEND SMS

www.yellosms.co.sz > Login > SMS>SEND



Type your message in the "Message to send" box.

Select who to send to from drop down box next to "Send To";

- Single Cell Number => Enter Number
- Single Contact from my Contacts List => Click on Contact from Drop down list
- Multiple Contacts from my Contacts List => Hold CTRL key and click on Contacts from drop down list.
- Group(s) => Click on single Group or hold CTRL key and click on selected Groups.
- Cell Numbers from File => Click on "Browse" and search for previously created file
- Campaigns => Click on single Campaign or hold CTRL key and click on selected Campaigns*

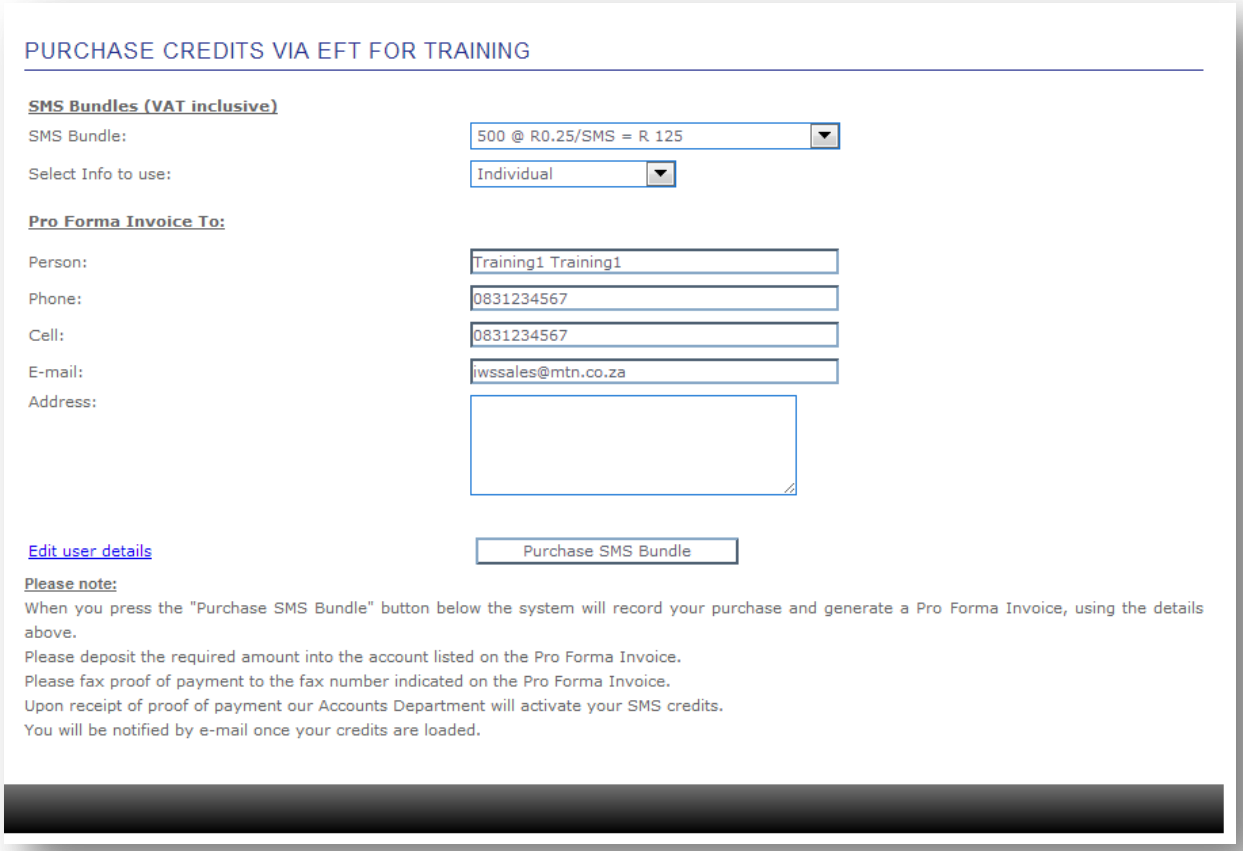
*Will automatically create sender list to all subscribers that have responded to Specific Campaign.

Lastly Click on "Add to Send Queue" to load the job.

3.1. BUY PACKAGE – EFT

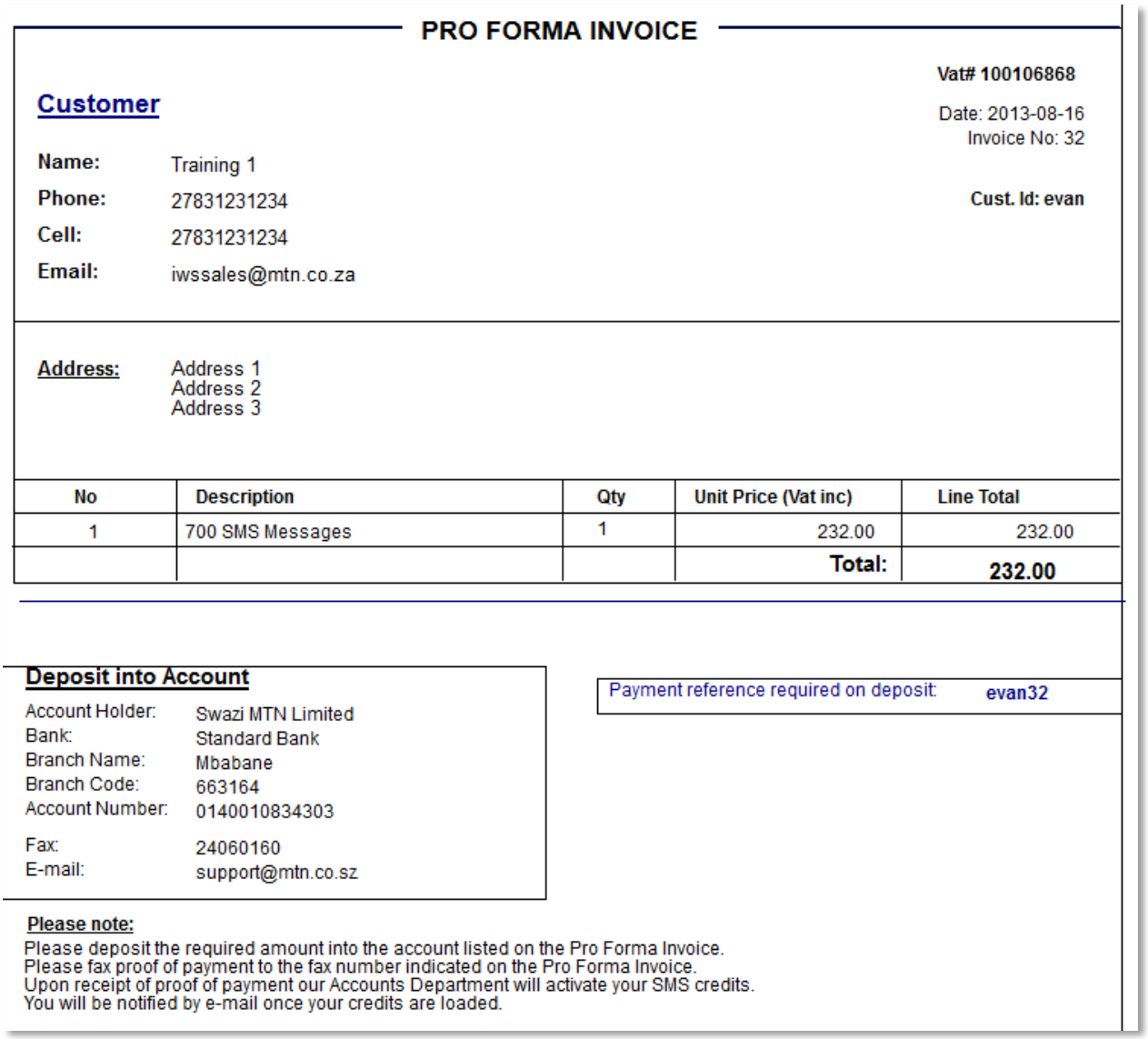
www.yellosms.co.sz > Login > ADMIN > CREDITS > PURCHASE

Complete this form online to order SMS credits


PURCHASE CREDITS VIA EFT FOR TRAINING
SMS Bundles (VAT inclusive)
SMS Bundle:
500 @ R0.25/SMS = R 125
Select Info to use:
Individual
Pro Forma Invoice To:
Person:
Training1 Training1
Phone:
0831234567
Cell:
0831234567
E-mail:
iwssales@mtn.co.za
Address:
Edit user details
Purchase SMS Bundle
Please note:
When you press the "Purchase SMS Bundle" button below the system will record your purchase and generate a Pro Forma Invoice, using the details above.
Please deposit the required amount into the account listed on the Pro Forma Invoice.
Please fax proof of payment to the fax number indicated on the Pro Forma Invoice.
Upon receipt of proof of payment our Accounts Department will activate your SMS credits.
You will be notified by e-mail once your credits are loaded.

Click the "Purchase SMS Bundle" button to register the purchase with the Y'elloSMS Administration Department.

Y'elloSMS will display a printable pro-forma invoice with a reference number, the amount payable, the Y'elloSMS banking details and the Y'elloSMS Administration fax number.



PRO FORMA INVOICE

Vat# 100106868

Customer

Date: 2013-08-16
Invoice No: 32

Name: Training 1
Phone: 27831231234
Cell: 27831231234
Email: iwssales@mtn.co.za

Cust. Id: evan

Address: Address 1
Address 2
Address 3

No	Description	Qty	Unit Price (Vat inc)	Line Total
1	700 SMS Messages	1	232.00	232.00
			Total:	**232.00**

Deposit into Account

Account Holder: Swazi MTN Limited
Bank: Standard Bank
Branch Name: Mbabane
Branch Code: 663164
Account Number: 0140010834303

Fax: 24060160
E-mail: support@mtn.co.sz

Payment reference required on deposit: **evan32**

Please note:
Please deposit the required amount into the account listed on the Pro Forma Invoice.
Please fax proof of payment to the fax number indicated on the Pro Forma Invoice.
Upon receipt of proof of payment our Accounts Department will activate your SMS credits.
You will be notified by e-mail once your credits are loaded.

Deposit the amount payable in the Y'elloSMS bank account. Insert your Username as the reference number in the deposit reference area on the bank deposit slip / EFT form. Fax the proof of deposit to the Y'elloSMS Administration fax number listed on the pro-forma invoice; or request your bank EFT system to email the proof of deposit to support@yellosms.co.za . When Y'elloSMS Administration receives the proof of deposit, your account will be credited with the SMS credits purchased.

3.2. EDIT CONTACTS

www.yellosms.co.sz > Login > SMS > MANAGE

NB! NB!

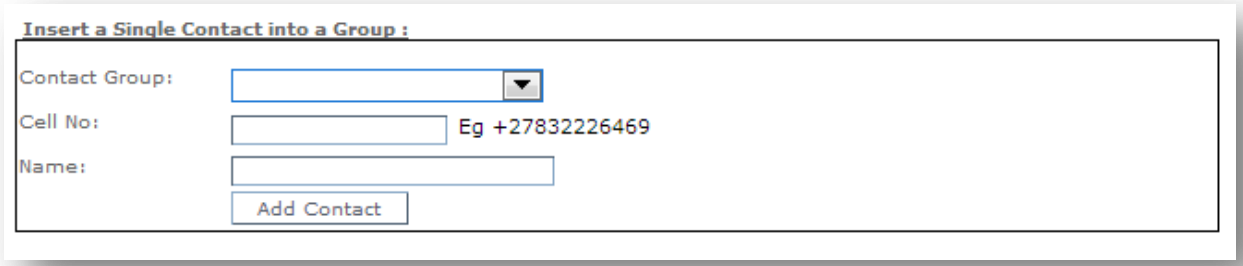
1) All SMS Contacts must belong to a Group(s)

2) To enter a new Contact you must first Select an existing Group or add a new Group

Select "Group" from drop down list.

3.2.1. ADD NEW CONTACT

www.yellosms.co.sz > Login > SMS > MANAGE> go to "Insert a Single Contact into a Group :"

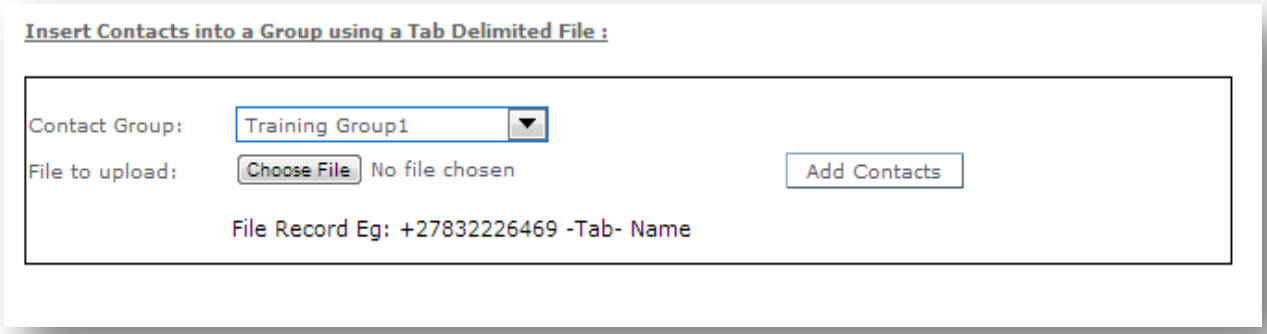


Enter details in all fields, then click "Add Contact"

You can Edit and/or Delete selected contacts

3.2.2. BULK LOAD CONTACTS

www.yellosms.co.sz > Login > SMS > MANAGE> go to "Insert Contacts into a Group using a Tab Delimited File :"

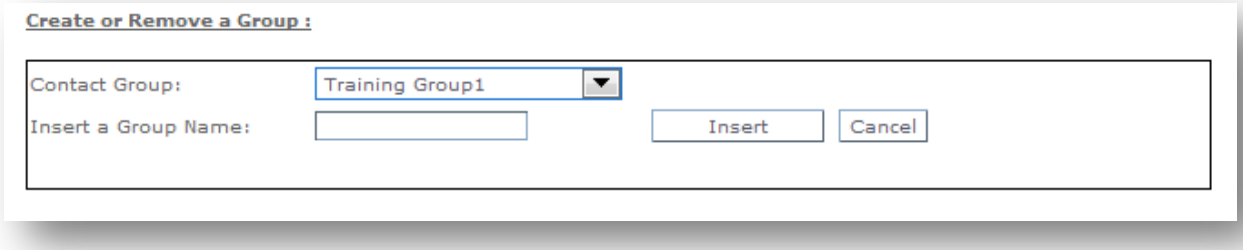


Click on "Choose File" then click on "Add Contacts". File format must be Text and be saved as a tab delimited file in the following format:

File Record Eg: +27832226469 -Tab- Name

3.2.3. ADD NEW GROUP

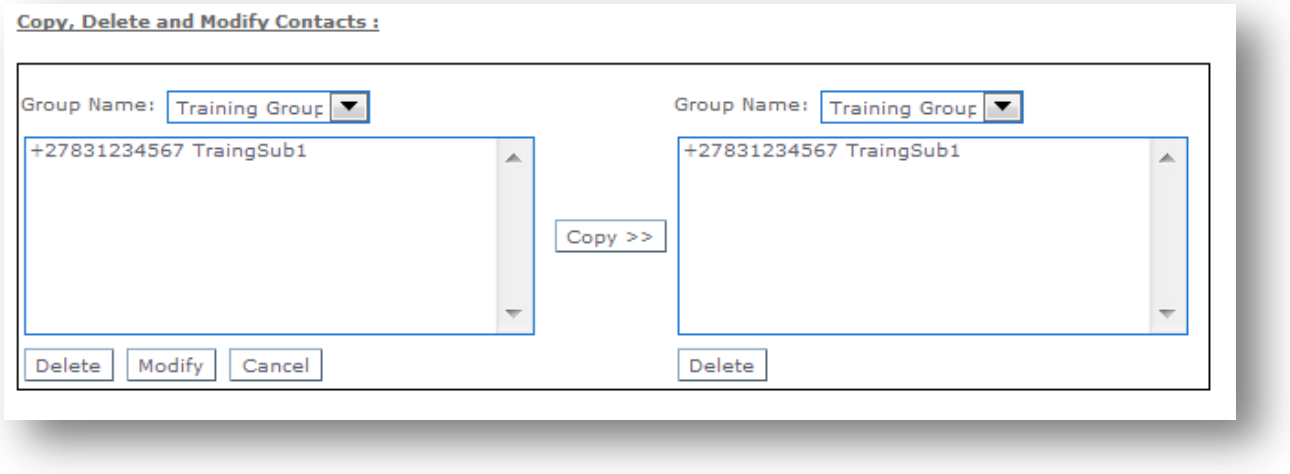
www.yellosms.co.sz > Login > SMS > MANAGE> go to "Create or Remove a Group :"



Click on "Create a Group", Enter name in the "Insert Group Name" box and click on "Insert".

3.3 COPY, DELETE AND MODIFY SMS CONTACTS

www.yellosms.co.sz > Login > SMS > MANAGE> go to "Copy, Delete and Modify Contacts :"



You copy one Group's Contacts to another by selecting the appropriate Group on left drop down, then the relevant Contacts and simply click on "Copy" to update Group on right. No duplicates can occur to protect the user from SPAM or unnecessary costs – if a Contact is already in the destination Group, it will simply be overwritten and not duplicated.

3.4 SEND SINGLE SMS

www.yellosms.co.sz > Login > SMS > SEND>

Select "Single Cell Number" or "Single Contact from my Contacts List" from drop down list in the "Send To" box.

Click on "Add to Send Queue".

3.5 SEND SMS TO GROUP(S)

www.yellosms.co.sz > Login > SMS > SEND>

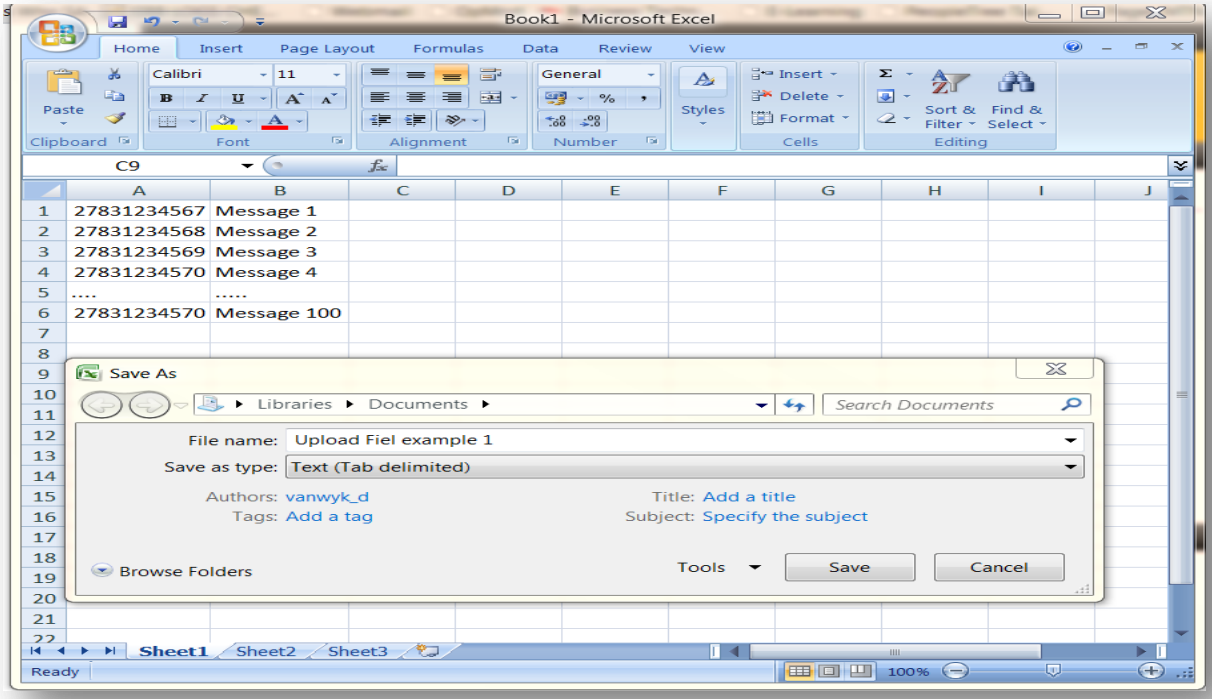
Select "Group(s)", "Campaigns" or "Multiple Contacts from my Contacts List" from drop down list in the "Send To" box.

Click on "Add to Send Queue".

3.8 SEND SMS FROM FILE

www.yellosms.co.sz > Login > SMS > SEND>

Create an EXCEL file by capturing the cell numbers and message on the following format:



Select "Cell Numbers from File" from drop down list in the "Send To" box.

Click on "Add to Send Queue".

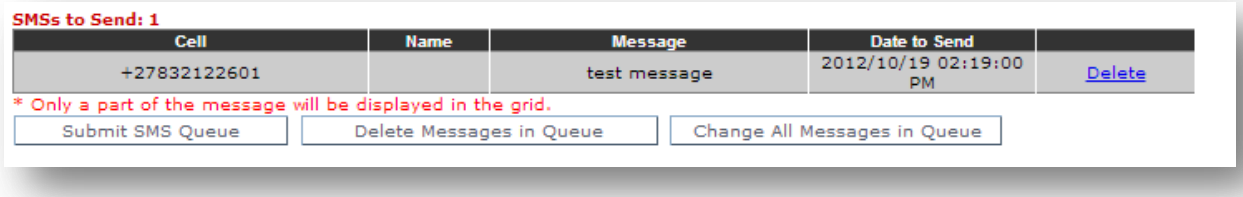
3.9 DELIVERY SCHEDULE

www.yellosms.co.sz > Login > SMS > SEND>

With this function you can only set a defined scheduled event. If a change is required, then the message must be deleted from the list below

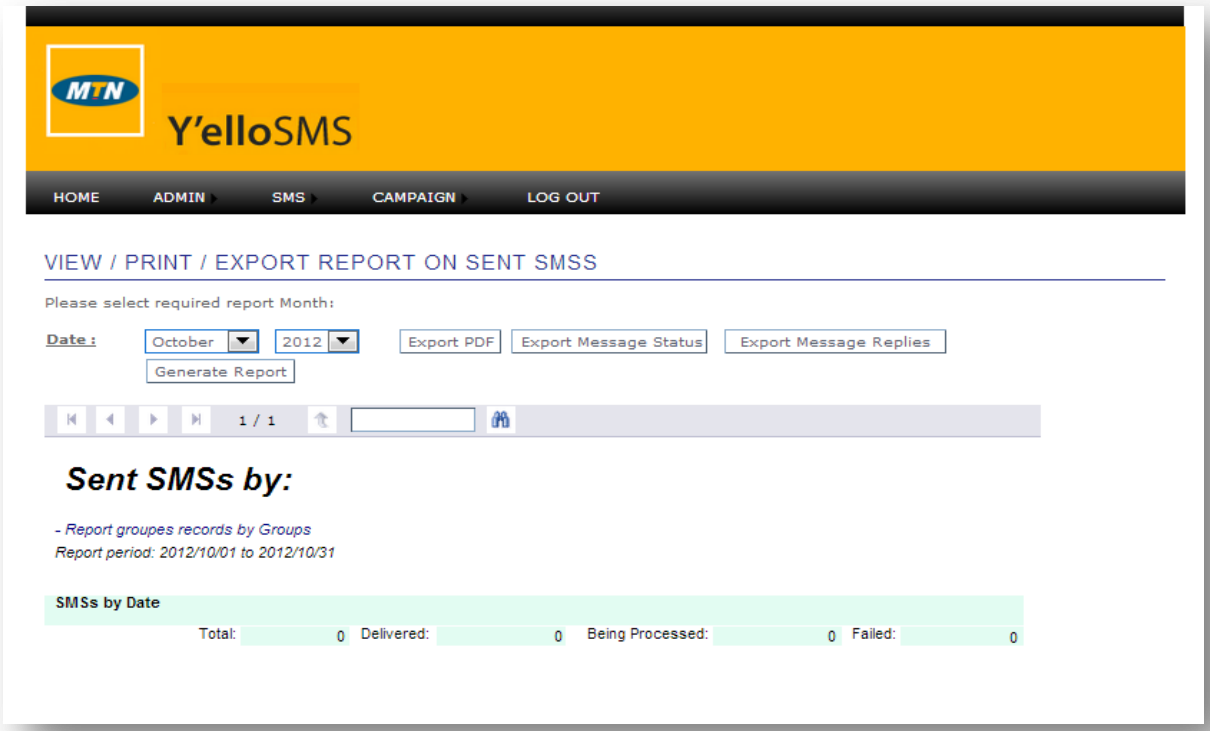
Select the date and time you want the message to be sent to the network and click "Change SMS Sending Time". The default is immediately if you have enough Credits.

Click "Delete" to remove the scheduled event.



4. SMS REPORTS

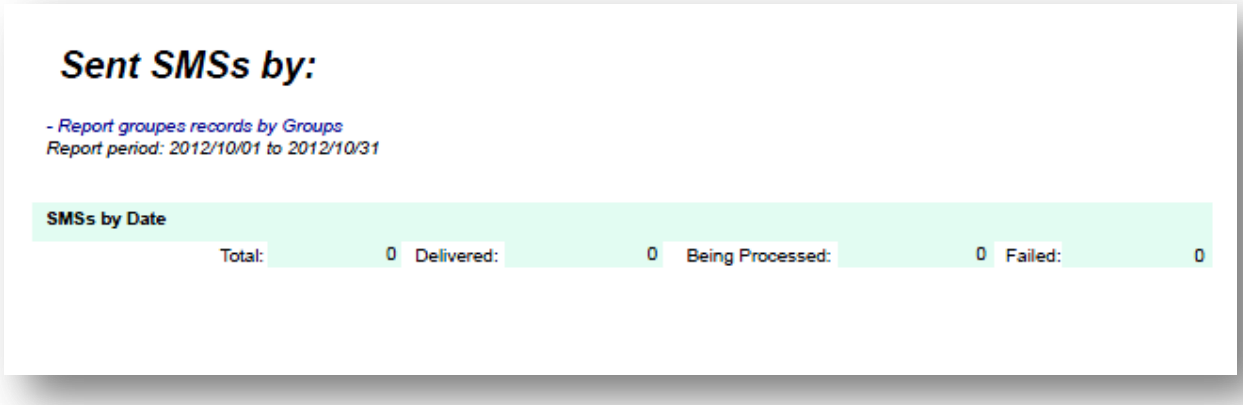
www.yellosms.co.sz > Login > SMS > REPORTS>



Click the relevant buttons to access the different functions.

4.1 SMS STATS

www.yellosms.co.sz > Login > SMS > REPORTS> Export PDF. Select a date range and click on "Generate Report".



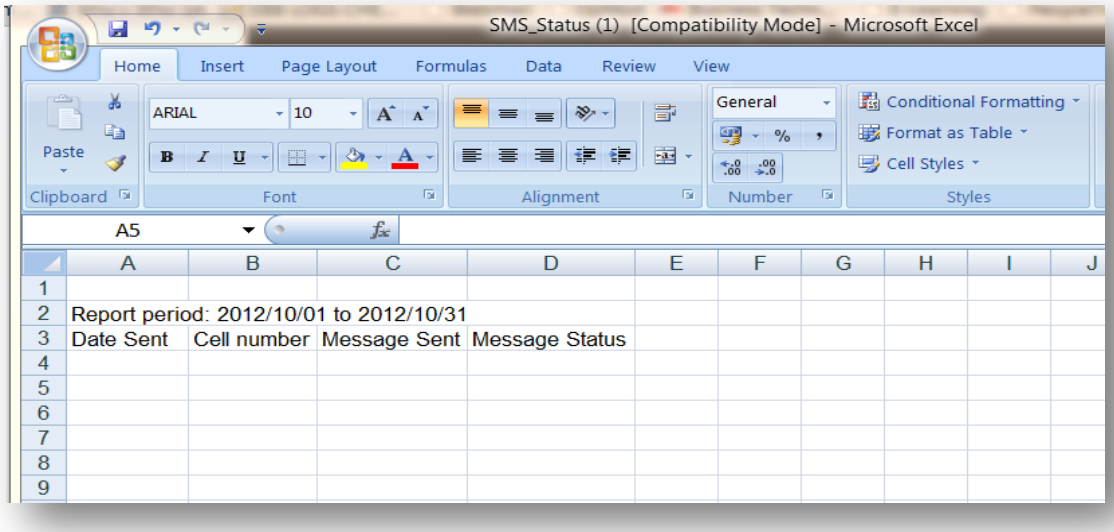
Output fields:

- Total
- Delivered
- Being Processed
- Failed

4.2 SENT SMS

www.yellosms.co.sz > Login > SMS > REPORTS>Export Message Status

Select a date range and click on "Generate Report". An excel spreadsheet will be downloaded named "SMS_Status(1…)"



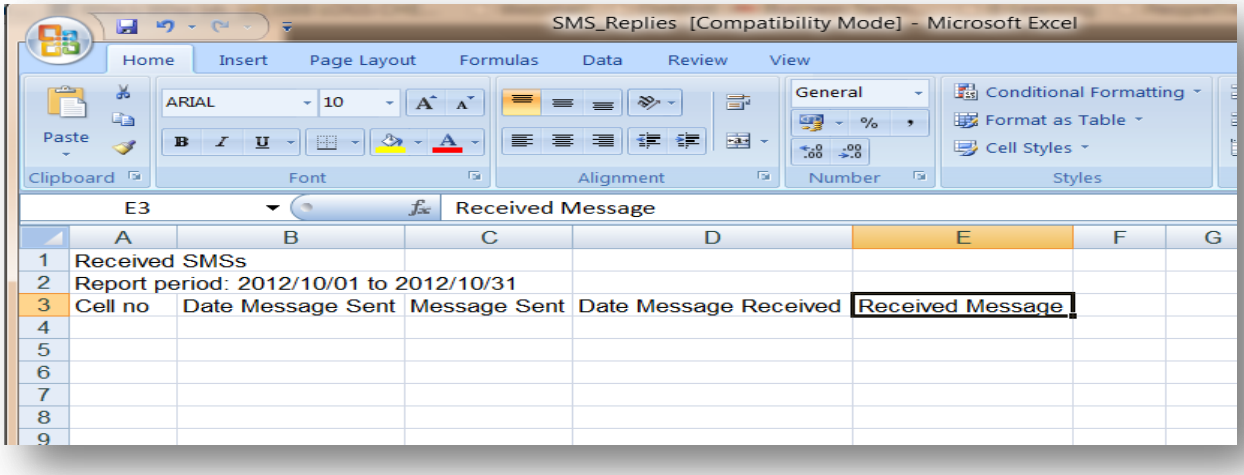
Output fields:

- Date Sent
- Cell number
- Message Sent
- Message Status

4.3 REPLIES TO MY SMS

www.yellosms.co.sz > Login > SMS > REPORTS>Export Message Status

Select a date range and click on "Generate Report". An excel spreadsheet will be downloaded named "SMS_Replies(1…)"



Output fields:

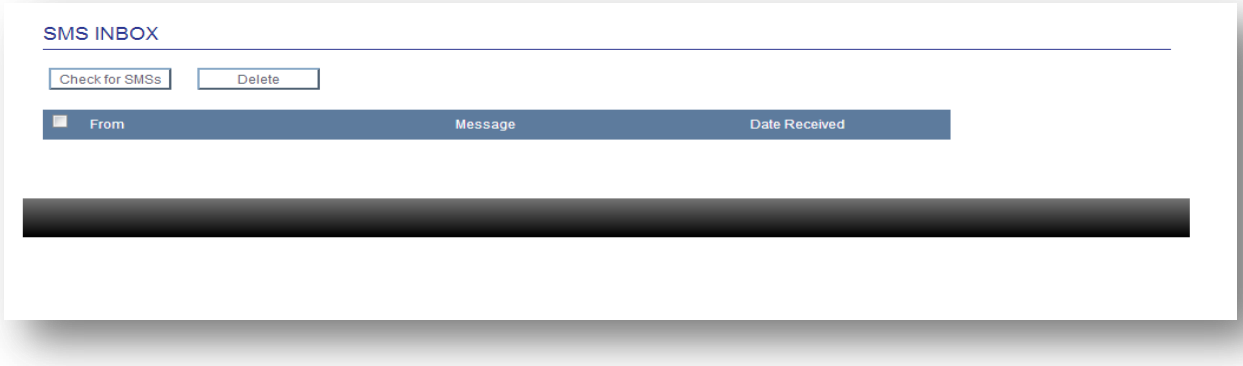
- Cell no
- Date Message Sent
- Message Sent

- Date Message Received
- Received Message

4.4 SMS INBOX

www.yellosms.co.sz > Login > SMS>SMS INBOX

This feature allows you to search for any replies to any message you sent and not original messages to any of your Campaigns; however, it may include a reply to any automated response to any Campaign. Thus it is a very useful tool to track customer experiences.



4.5 QUEUE MANAGER

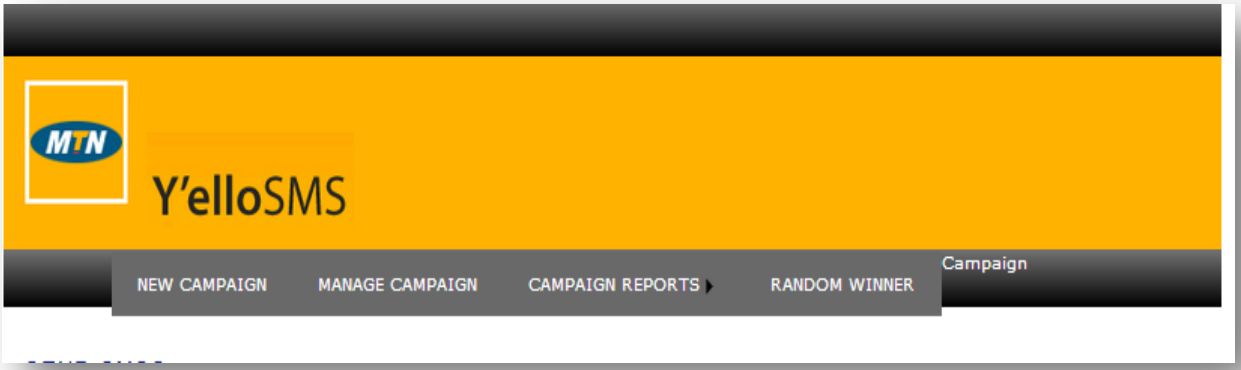
www.yellosms.co.sz > Login > SMS> QUEUE MANAGER

This feature allows you to clear any messages queued which was not sent as a result of no Credits or scheduled in the future.

5. SMS CAMPAIGNS

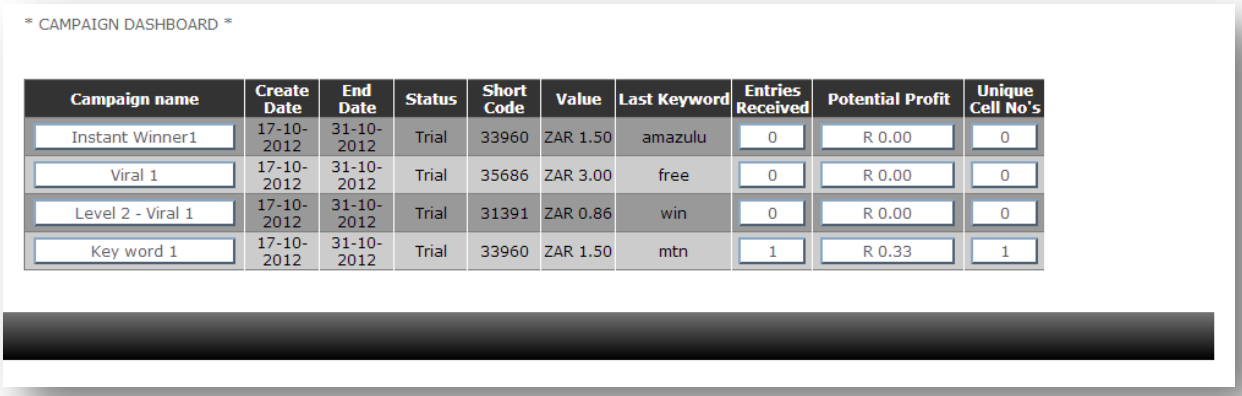
www.yellosms.co.sz > Login > CAMPAIGN >

Click the relevant button to access the different functions.



5.1 CAMAIGN DASHBOARD

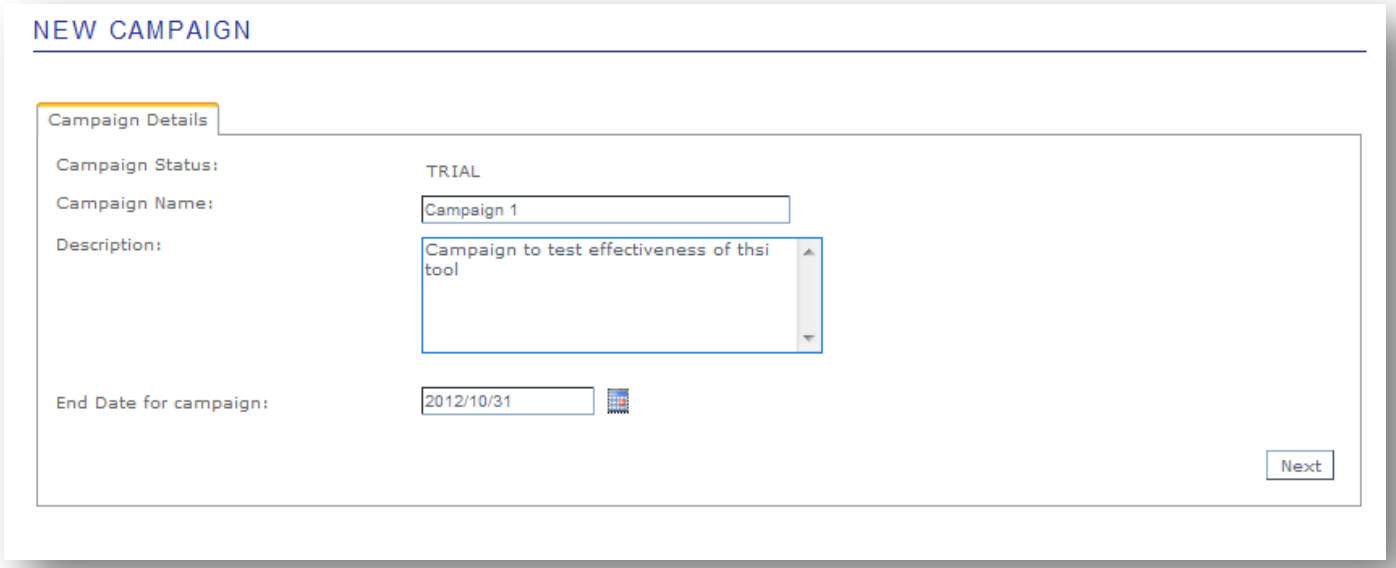
www.yellosms.co.sz > Login > CAMPAIGN >



Campaign name	Create Date	End Date	Status	Short Code	Value	Last Keyword	Entries Received	Potential Profit	Unique Cell No's
Instant Winner1	17-10-2012	31-10-2012	Trial	33960	ZAR 1.50	amazulu	0	R 0.00	0
Viral 1	17-10-2012	31-10-2012	Trial	35686	ZAR 3.00	free	0	R 0.00	0
Level 2 - Viral 1	17-10-2012	31-10-2012	Trial	31391	ZAR 0.86	win	0	R 0.00	0
Key word 1	17-10-2012	31-10-2012	Trial	33960	ZAR 1.50	mtn	1	R 0.33	1

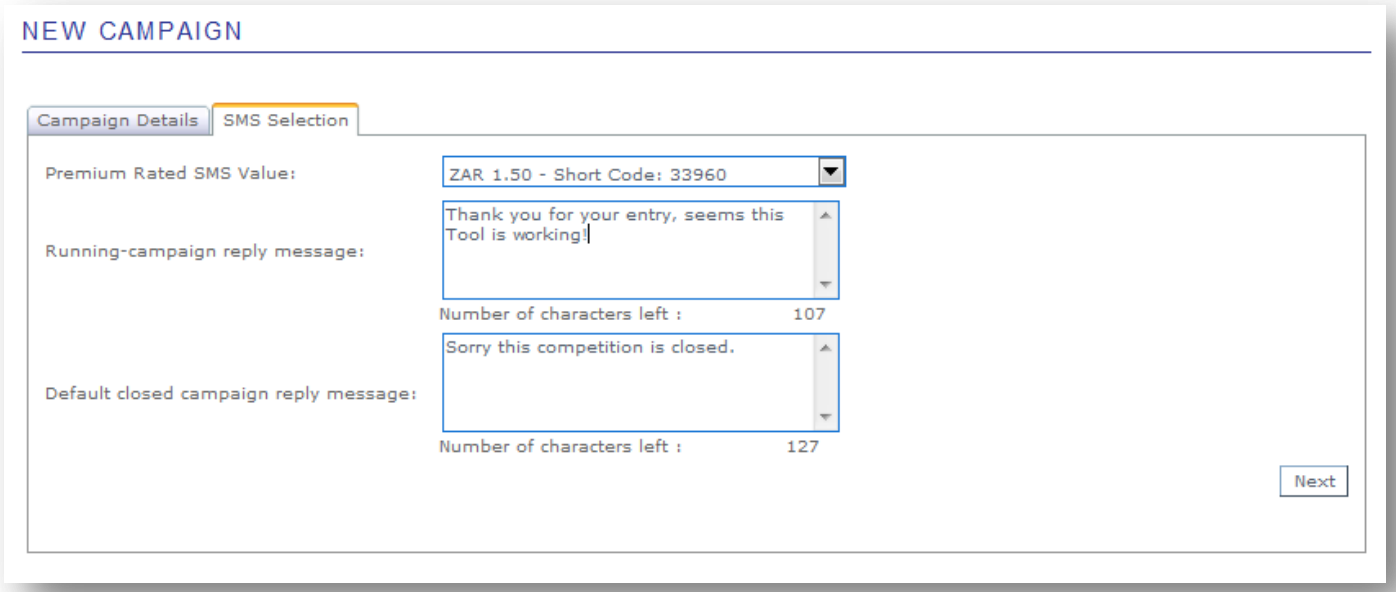
5.2 NEW CAMPAIGN

www.yellosms.co.sz > Login > CAMPAIGN > NEW CAMPAIGN



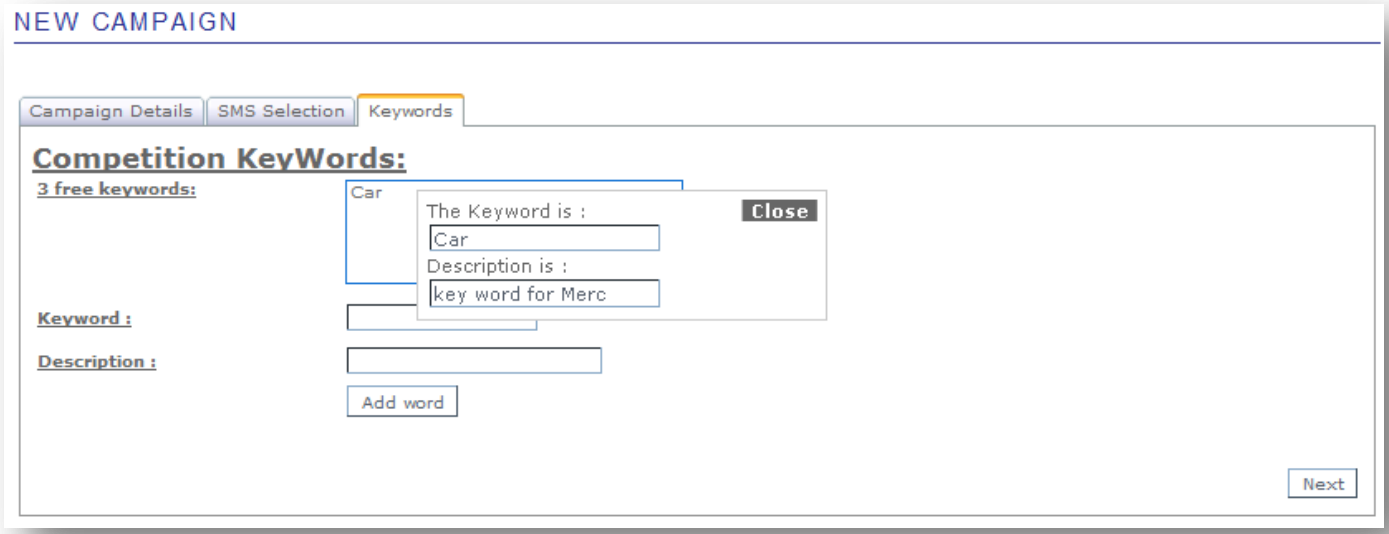
Enter Your Campaign Name and a short description of what the Campaign will be abut. Select an end date for your Campaign. The start date will be once you select the Campaign to be Live status at the end of the set up process.

Click Next


NEW CAMPAIGN
Campaign Details
SMS Selection
Premium Rated SMS Value:
ZAR 1.50 - Short Code: 33960
Running-campaign reply message:
Thank you for your entry, seems this Tool is working!
Number of characters left : 107
Default closed campaign reply message:
Sorry this competition is closed.
Number of characters left : 127
Next

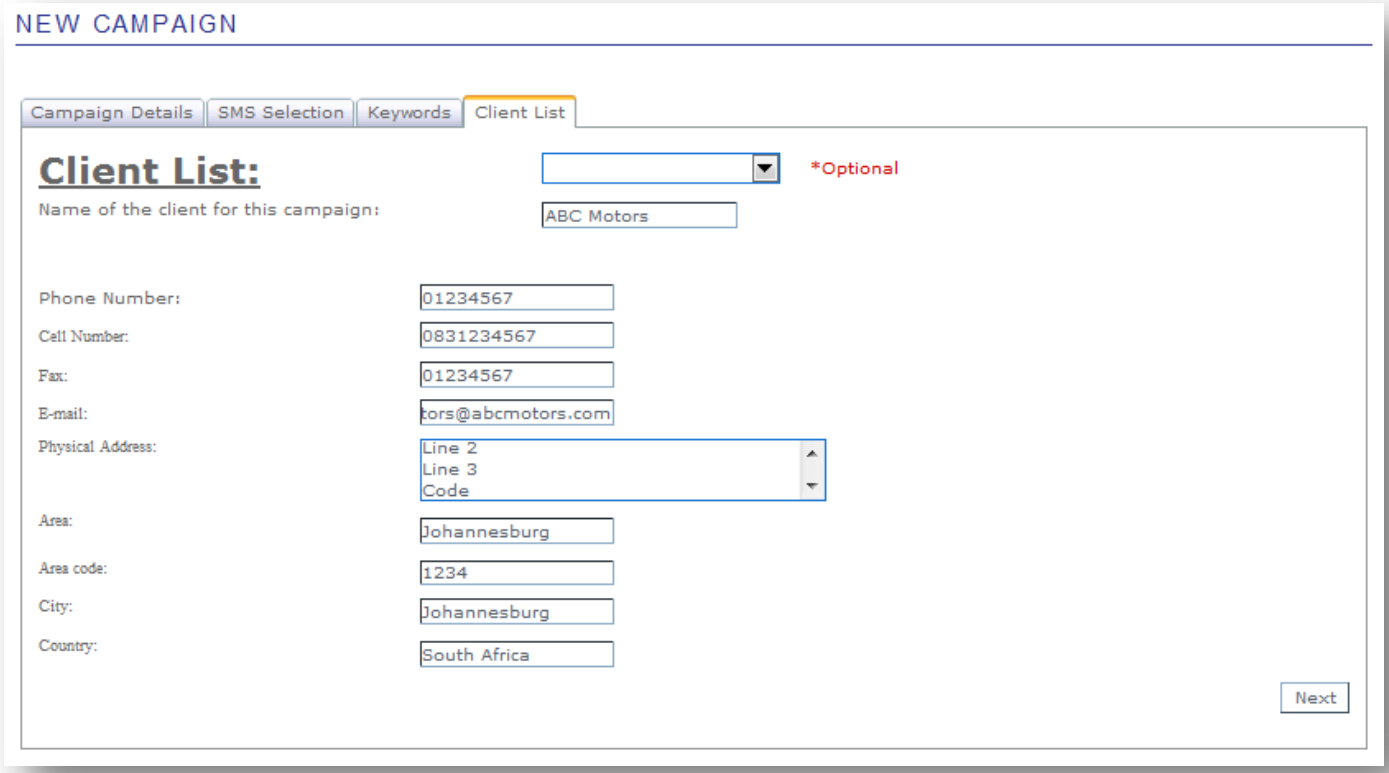
Select the tariff you would like to use (From E?? up to E??). Capture your auto response message for all entries.

Click Next



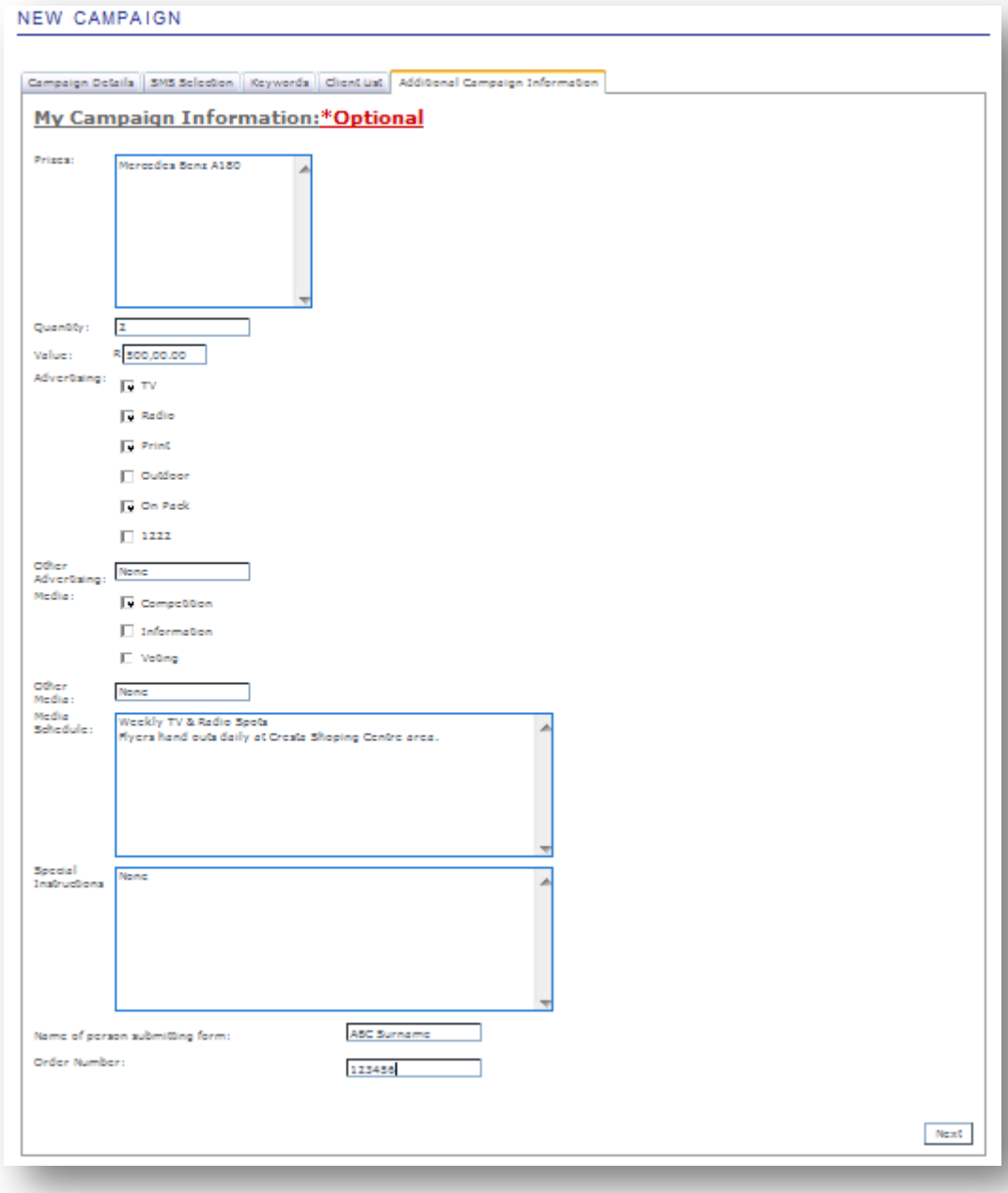
Please capture the key words that must be used for entries to this specific Campaign. The system uses shared key words and you have to use key words to differentiate your entries from other Campaign entries. Add detail in the description field for your oen reference. You can add as many as you want and delete when you no longer require them.

Click Next



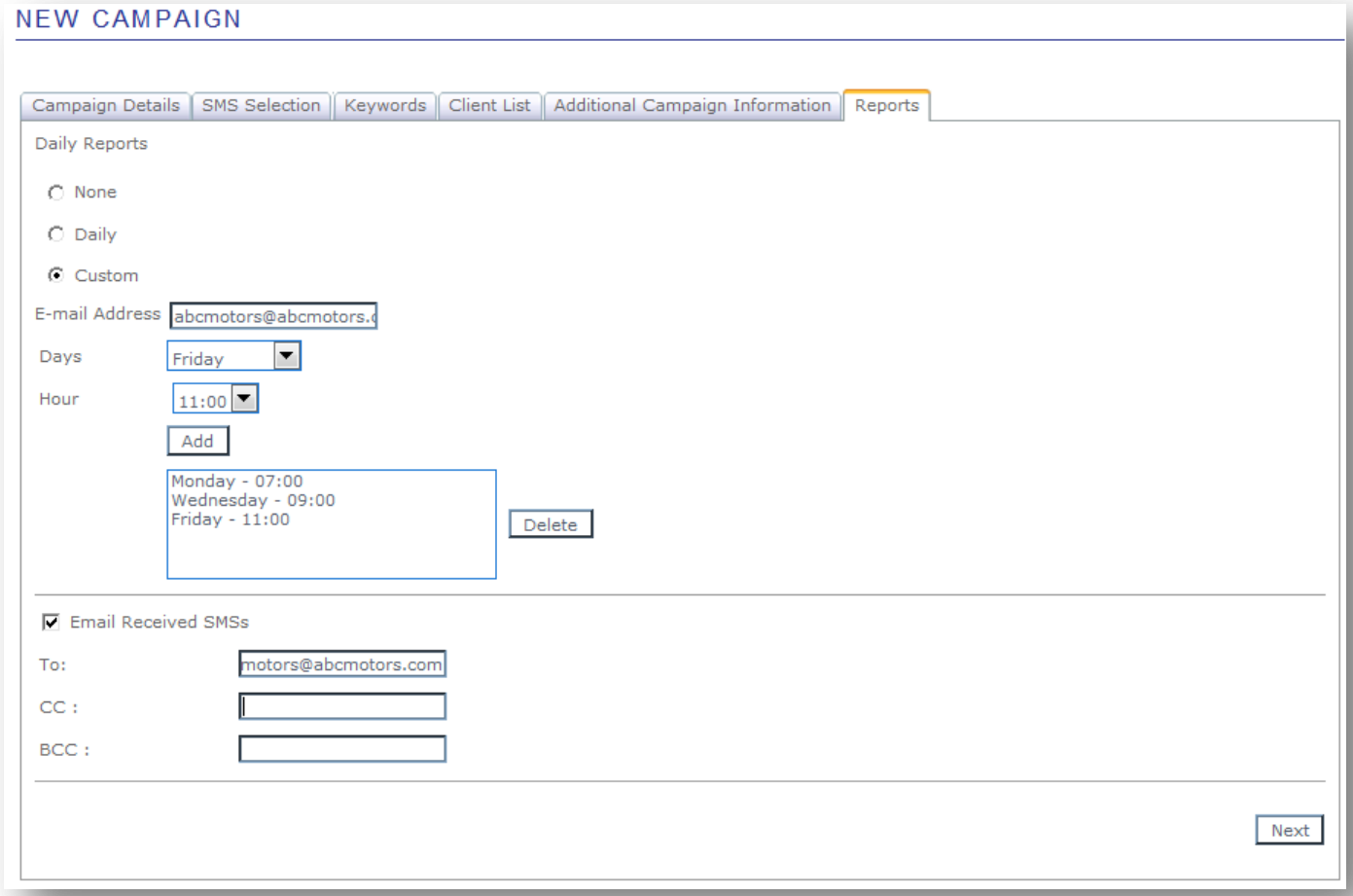
You now select an existing Customer or capture new Customer details who the Campaign is for. This is optional, yet recommended to use for audit and tracking purposes.

Click Next



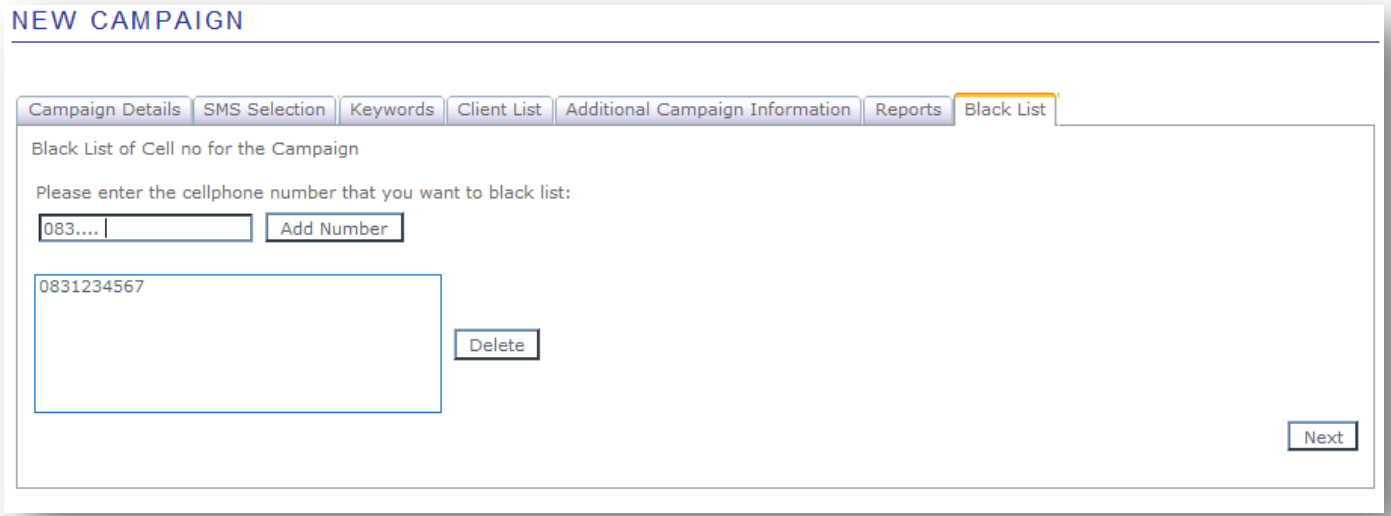
The following tab is an additional Campaign information tab for more information specific to this Campaign that could provide useful if queries arise.

Click Next



You can set up automated reports on your campaign. Daily means a daily report of all entries sent at 08h00 to specififed email address. Customd means you can set up when in the week you would like to receive the report to the sepcified email address. You can also request here to be sent the SMS Stats report be sleecting the "Email Received SMS's" tabe further below.

Click Next

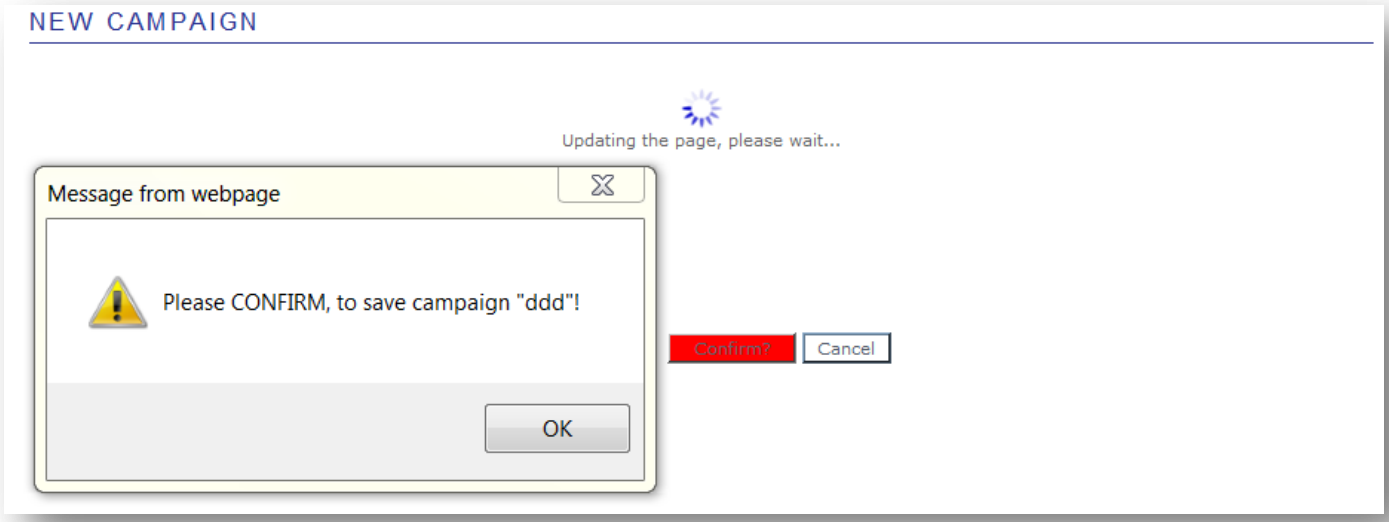


You have the option to enter previosuly Black kisted numbers in this area which will ensure that these numbers are not entered in any way. These entrants will not receive any notifictaion of attempt to enter either.

Click Next

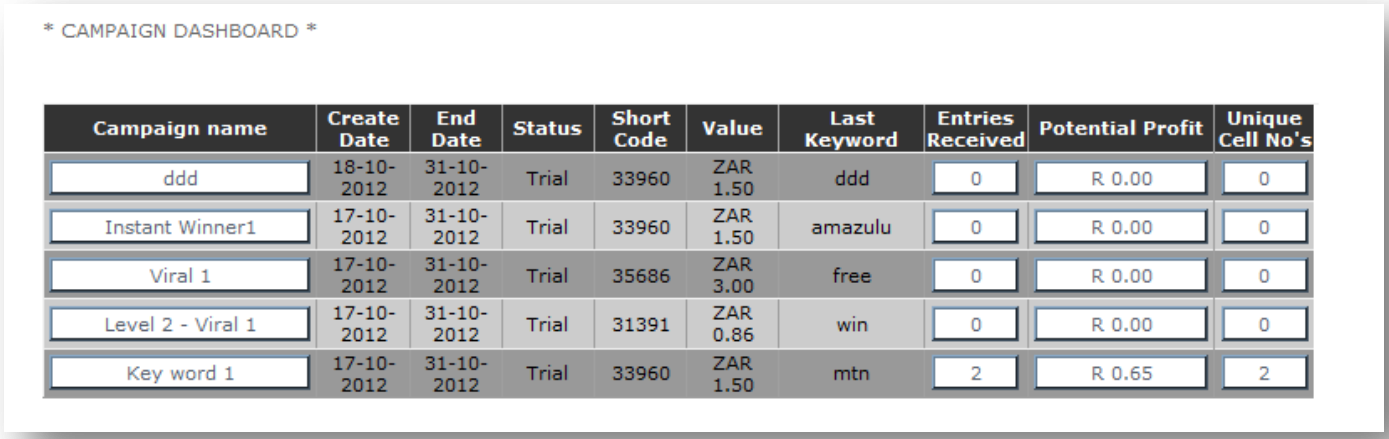
Accept the Terms and Conditions

Click Save Campaign

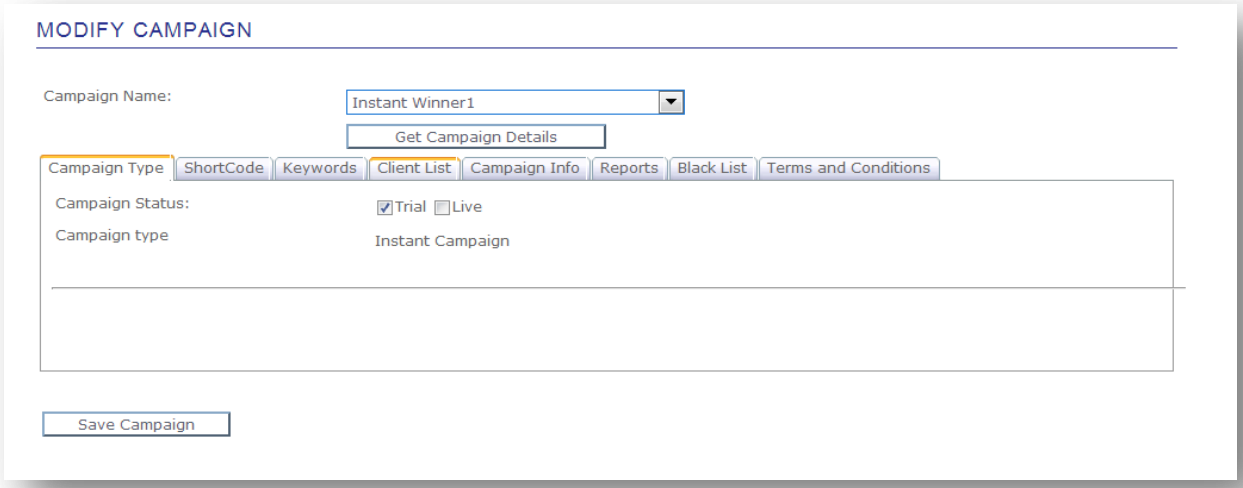


Click "OK" and then the red highlighted button "Confirm" to save Campaign details.

To activate Campaign status from Trial to Live, go to "HOME" and select relevnt Campaign on the Campaign Dashboard section as below:


* CAMPAIGN DASHBOARD *
Campaign name
Create Date
End Date
Status
Short Code
Value
Last Keyword
Entries Received
Potential Profit
Unique Cell No's
ddd 18-10-2012 31-10-2012 Trial 33960 ZAR 1.50 ddd 0 R 0.00 0
Instant Winner1 17-10-2012 31-10-2012 Trial 33960 ZAR 1.50 amazulu 0 R 0.00 0
Viral 1 17-10-2012 31-10-2012 Trial 35686 ZAR 3.00 free 0 R 0.00 0
Level 2 - Viral 1 17-10-2012 31-10-2012 Trial 31391 ZAR 0.86 win 0 R 0.00 0
Key word 1 17-10-2012 31-10-2012 Trial 33960 ZAR 1.50 mtn 2 R 0.65 2

On this screen select "Live" tick box.



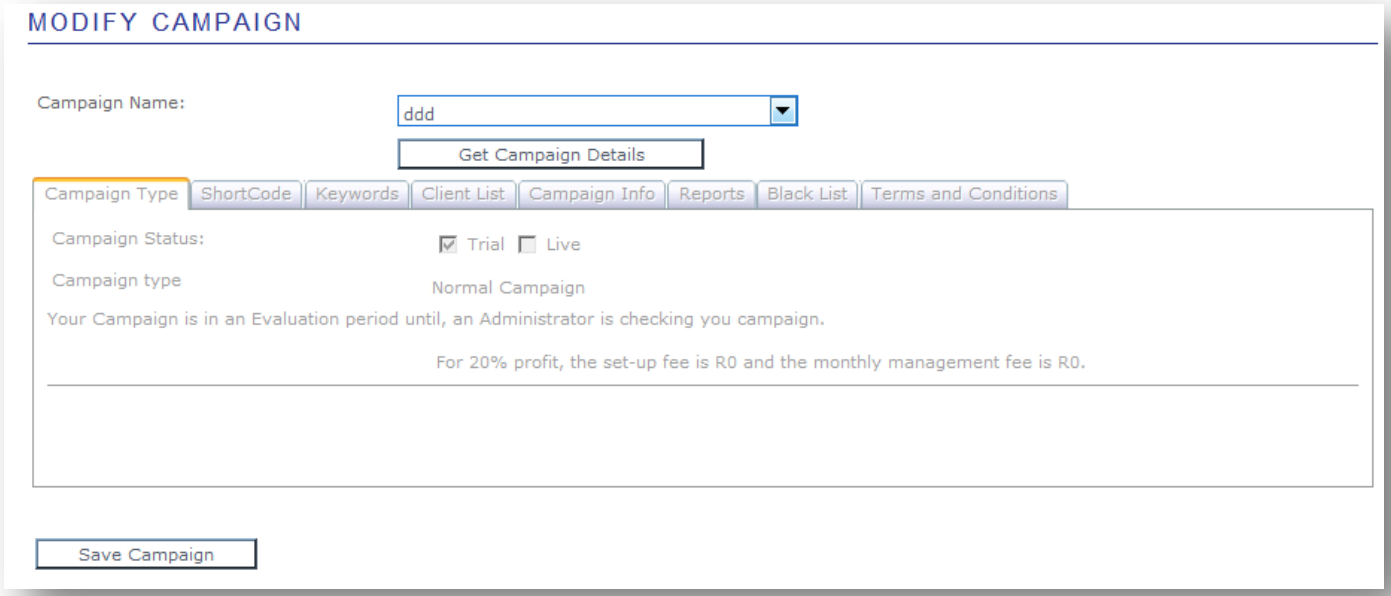
Complete your Billing Information on the next tab and click on "Save Campaign". Click on red button "Confirm?"

Congratulations, Your Campaign is now in Market!

5.3 MANAGE CAMPAIGN

www.yellosms.co.sz > Login > CAMPAIGN > MANAGE CAMPAIGN

This feature allows you to update, cancel or extend your campaign which is the same clicking on the Campaign name on the dashboard.

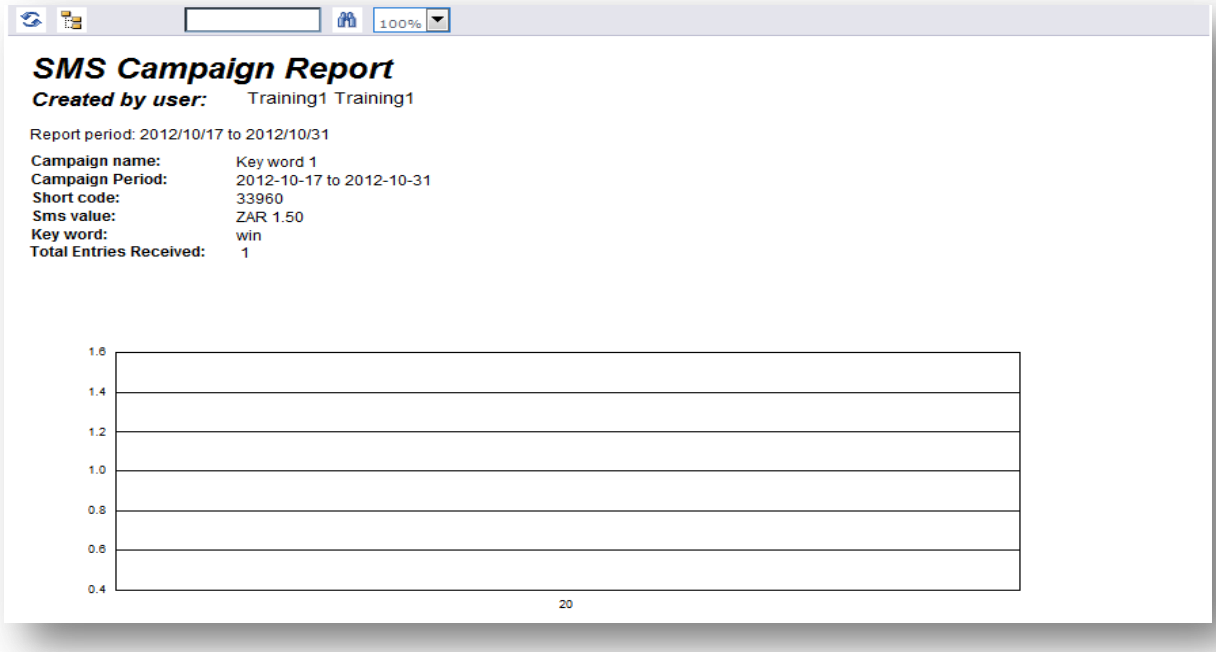


5.4 CAMPAIGN REPORTS

www.yellosms.co.sz > Login > CAMPAIGN > CAMPAIGN REPORTS

This feature allows you the flexibility to draw ad hoc reports on any or all campaigns. It does not override any automated campaigns set up already during your Campaign set up phase. The following options are available;

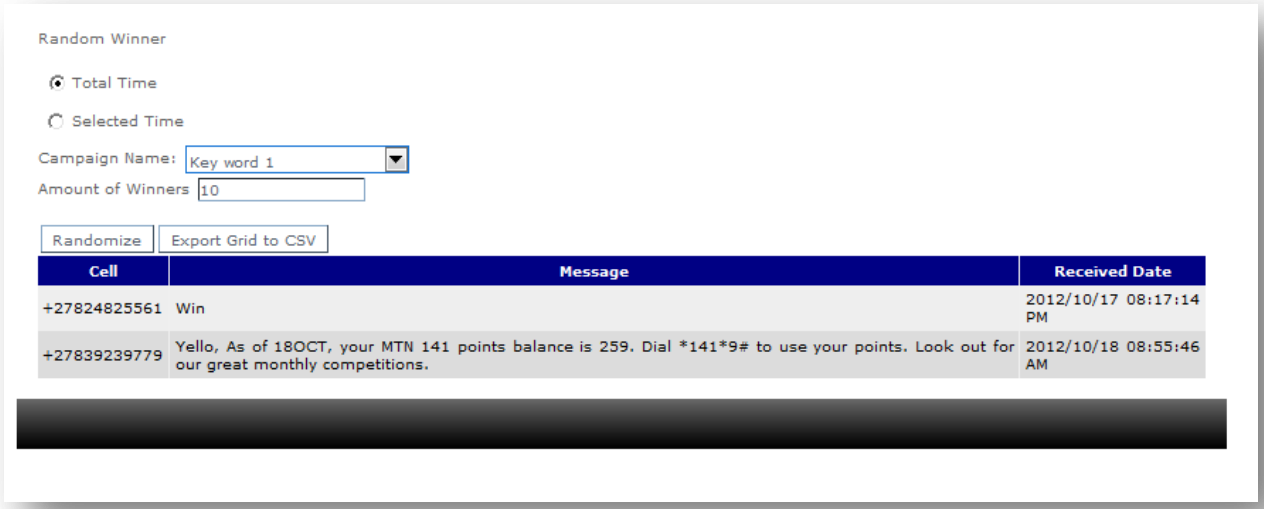
5.4.1 RECEIVED SMS FOR CAMPAIGN



5.4.4. RANDOM WINNER

www.yellosms.co.sz > Login > CAMPAIGN > RANDOM WINNER

This feature allows you to draw any random MSISDN in any campaign manually and on an ad hoc basis, irrespective what type it is.



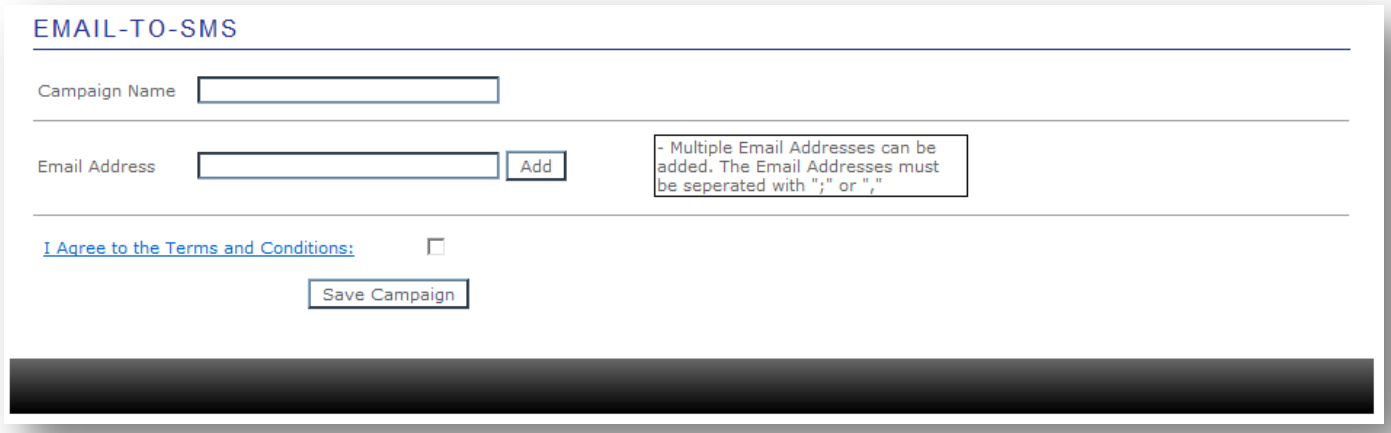
6. EMAIL2SMS

This feature allows you to send SMS from your existing email service which gets converted to a SMS. Replies from the Subscriber is routed back to the original sender's inbox in email format.

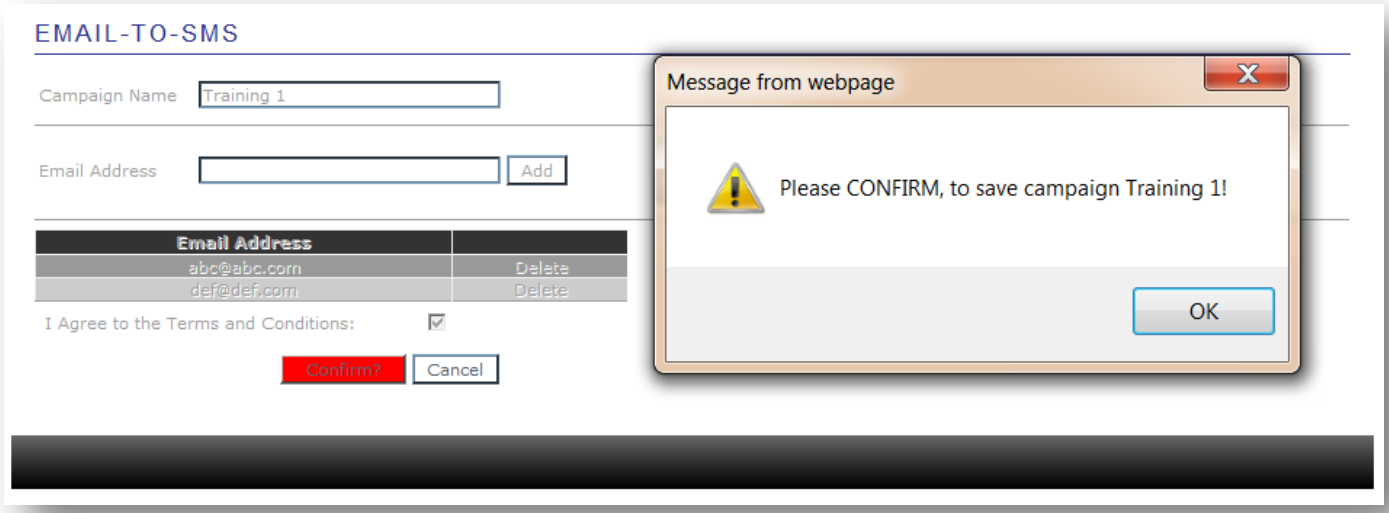
6.1. EMAIL2SMS ACCOUNT SET UP

www.yellosms.co.sz > Login > CAMPAIGN > NEW CAMPAIGN

Click on the "Create Email to SMS" tab.


EMAIL-TO-SMS
Campaign Name
Email Address
Add
- Multiple Email Addresses can be added. The Email Addresses must be seperated with ";" or ","
I Agree to the Terms and Conditions:
Save Campaign

Enter the relevant Campaign name and then add all the email addresses associated with that specific account.



Tick the T&C's box and click on "Confirm?" to enable email accounts authority to send SMS via existing email client.

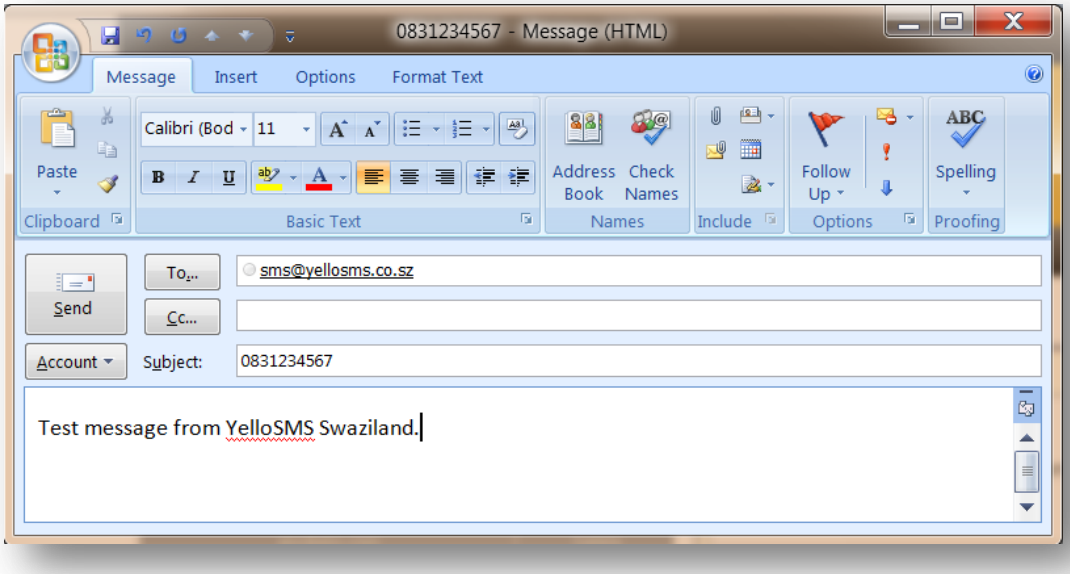
6.2. SEND SMS

Go to your email client and compose a new email message.

Enter this email address in the "To" box: sms@mtn.co.sz

Enter the mobile number/s in the "Subject" box

Type your message in the body of the email. You are limited to 160 characters, so please bear your message lenghth in mind. Please remove all signatures, logo's, images or disclaimers as this will take up any unused space and will also be converted to the SMS message.



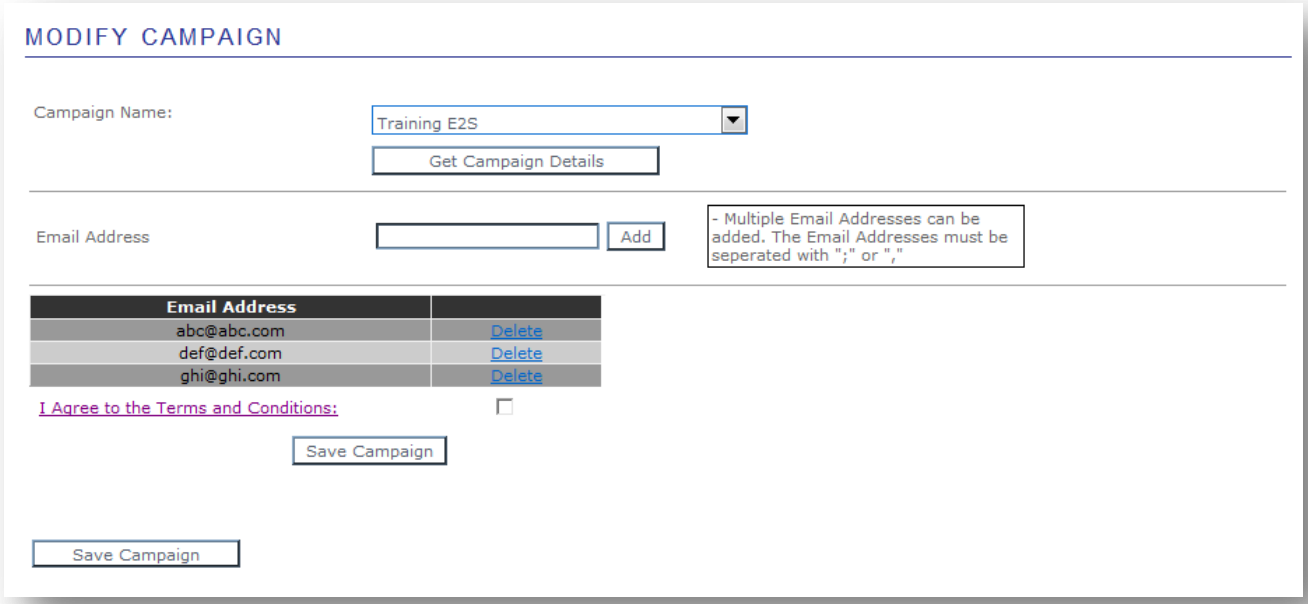
Click "Send" as if sending a normal email. You will receive two reports from the SMS system in your email inbox;

- 1 x confirmation of delivery to the SMS platform
- 1 x confirmation of delivery to the Subscriber (network delivery)

6.3 MANAGE EMAIL2SMS

www.yellosms.co.sz > Login > CAMPAIGN > MANAGE CAMPAIGN

Select relevant Campaign name that attributes to Email2SMS account and click on “Get Campaign Details”.



You can now add email addresses by entering same in the “Email Address box and clicking “Add” button.
You can also delete any existing email addresses listed in the grey box by clicking on the “Delete” hyperlink next to each email address.

7. ADMIN

www.yellosms.co.sz > Login > ADMIN

This section allows you to manage any f the following aspects of your account;

6.1. Personal detail: www.yellosms.co.sz > Login > SMS>ADMIN>MY DETAILS

6.2. Password

6.3. Credits: You can purchase more Credits or have a view of your purchase process.

PURCHASE LOG OF CREDITS FOR TRAINING

This is the purches log for your credits:

InvNo	Date	User	Person	SMSs	Price(R)	Denied	Reason Rejected	Status	StatusDate
380	2012/10/17 01:50:55 PM	Training	Training1 Training1 iwssales@mtn.co.za	500	125			Pending	